

SSSP Program Assistant

The Student Support Services Program (SSSP) within the Center for Academic Success, is a TRIO program funded by the U.S. Department of Education that provides academic assistance, personal support, cultural enrichment, and individual support for eligible undergraduate students at the University of Delaware. Student Support Services is seeking a miscellaneous wage employee to assist in the identification and selection of SSSP participants, provide general counseling/mentoring activities and acts as an advocate for students having difficulties. Under the direct supervision of the Academic Program Manager, the Program Assistant must be detail oriented and enjoy working within a professional setting that is mission-driven towards the academic success of a diverse group of students. The Program Assistant must be able to work under pressure at times to handle a wide variety of activities with discretion.

EMPLOYER INFORMATION:

Department or Office: Student Support Services Program
Address: 150 S College Avenue, Newark, DE 19716
Contact Person: Felicia Meekins

JOB INFORMATION:

Average Hours Per Week: 20-25 hrs per week
Available Hours: Monday to Friday

RESPONSIBILITIES TO INCLUDE, BUT NOT LIMITED TO:

- Receives and screens incoming correspondences, forms, applications, reports, etc.
- Provides individual and group counseling for students and documents counseling/mentoring activities.
- Determines and interprets student services needs on an individual basis, and initiates referrals to appropriate student and/or academic services; advises students on policy issues, acts as student advocate, and resolves problems as necessary.
- Monitors the progress of at-risk students in special academic circumstances to improve retention of all enrolled students, and provides special assistance in university-wide efforts to increase retention.
- Plan and coordinate cultural trips, activities, and workshops
- Resolves routine queries, and refers more complex issues to manager.
- Performs other job-related duties as assigned.

QUALIFICATIONS:

- Bachelor's degree or equivalent experience in education, educational administration, counseling, career counseling, student development, social work or other related field.
- Experience providing services to individuals at risk, preferably in a postsecondary setting.
- Training or experience in issues pertaining to college student development, counseling theories and practices, using diagnostic tests in counseling, career development and multicultural topics.
- Knowledge of retention issues and strategies pertaining to project-eligible participants and of postsecondary institutional and community resources.
- Strong organizational skills that reflect ability to perform and prioritize tasks with excellent attention to detail.
- Ability to exercise discretion, confidentiality and judgment
- Emotional maturity, professionalism and punctuality
- Effective oral/written communication skills and the ability to communicate and interact well with people of all ages and diverse backgrounds.
- Ability to use Microsoft Office (Outlook, Word, Excel and Power Point), Adobe Acrobat, and Social Media web platforms

To apply: please send your resume, with contacts for 3 references and a cover letter, to Felicia Meekins, fmeekins@udel.edu.

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.